



OPEN EXAMINATION

LICENSING PROGRAM ANALYST

STATEWIDE

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

TESTING IS CONSIDERED CONTINUOUS AS DATES CAN BE SET AT ANY TIME. THE TESTING OFFICE SHOWN BELOW WILL ACCEPT APPLICATIONS CONTINUOUSLY AND WILL NOTIFY AND TEST APPLICANTS AS NEEDS WARRANT.

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| POSITIONS EXIST | STATEWIDE |
| WHO SHOULD APPLY | Applicants who meet the minimum qualifications (entrance requirements) as stated. This is an open examination. Applications will NOT be accepted on a promotional basis. |
| HOW TO APPLY | Applications (STD Form 678) are available and may be filed in person with the California Department of Social Services, Personnel Bureau, Examination Unit, 744 P Street, Sacramento, CA 95814, or applications may be mailed to the California Department of Social Services, Personnel Bureau, Examination Unit, P.O. Box 944243, Sacramento, CA 94244-2430. DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD. |
| APPLICATION DEADLINE | CONTINUOUS FILING |
| SPECIAL TESTING ARRANGEMENTS | If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application". You will be contacted to make specific arrangements. |
| SALARY RANGES | Range A - \$2558 - 3150 per month Range B - \$2769 - 3441 per month Range C - \$3321 - 4139 per month Range D - \$3639 - 4548 per month |

Range A. This range shall apply to incumbents who do not meet the criteria for payment in Range B, Range C, or Range D.

Range B. This range shall apply to persons who satisfactorily completed the equivalent of six months of Licensing Program Analyst Range A, and may apply to persons who have one year of experience involving analytical, evaluative, or enforcement duties for a social service program for children, adults, or the elderly in need of care and supervision as provided in community care facilities and possess the equivalent to graduation from college.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

LICENSING PROGRAM ANALYST
WL46 - 8223

FINAL FILING DATE: CONTINUOUS FILING

LICENSING PROGRAM ANALYST

SALARY RANGES (Continued)

Range C: This range shall apply to persons who have satisfactorily completed the equivalent to 12 months of Licensing Program Analyst Range B, and may apply to persons who have (1) two years of experience involving analytical, evaluative, or enforcement duties for a social service program for children, adults, or the elderly in need of care and supervision as provided in community care facilities and possess the equivalent to graduation from college or (2) an advanced degree in the field of Human Services or Behavioral Sciences, such as a Master's in Social Work, Master's in Counseling, or other related field. (Advanced degrees must include a minimum of 60 semester or 90 quarter units and appropriate field experience to meet the education requirement).

Range D: This range shall apply to persons who have satisfactorily completed the equivalent to 12 months of Licensing Program Analyst Range C, and may apply to persons who have (1) three years of professional experience involving analytical, evaluative, or enforcement duties for a social service program for children, adults, or the elderly in need of care and supervision as provided in community care facilities and possess the equivalent to graduation from college or (2) one year of professional experience involving analytical, evaluative, or enforcement duties for a social service program for children, adults, or the elderly in need of care and supervision as provided in community care facilities and possession of an advance degree in the field of Human Services or Behavioral Sciences, such as a Master's Degree in Social Work, Counseling or other related field. (Advanced degrees must include 60 semester or 90 quarter units and appropriate field service experience to meet the educational requirement.)

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: It is your responsibility to make sure you meet the minimum qualifications requirements for this examination by the final file date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either" I, "or" II, "or" III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

BACKGROUND INVESTIGATION, FINGER PRINT CLEARANCE FORM AND DMV DRIVING RECORD PRINT OUT

If you are successful in this examination, you will be required to complete a background investigation form, a finger print clearance form and provide a DMV driving record print out. You must disclose information on arrests regardless of conviction, felony and nonfelony convictions, and driving violations. The hiring agency uses the information obtained on this document to conduct a background investigation to determine your suitability to become a Licensing Program Analyst.

MINIMUM QUALIFICATIONS

Possession of a valid driver license of the appropriate class. Applicants who do not possess a license will be admitted to the examination but must secure the license prior to appointment. And

Either I

Equivalent to graduation from college with any major, but preferably with specialization in public or business administration, accounting, economics, political or social science, or law. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Work experience in the California state service may be substituted for the required education on a year-for-year basis by applicants who have at least six semester hours of college level training in public or business administration, accounting, economics, political science, statistics, or law.)

OR II

Six months of experience in California state service performing the duties of a Personnel Technician I, Range B; Budget Technician I, Range B; Management Services Technician, Range B; or Occupational Technician (General), Range B.

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MINIMUM QUALIFICATIONS (Continued)

OR III

Experience: One year of experience in the California state service performing the duties of a class at a level of responsibility equivalent to Program Technician II, Office Services Supervisor I or Office Technician. And

Education: Twelve semester or 18 quarter units of college courses in Public or Business Administration, Accounting, Economics, Political or Social Science, English, Speech, Statistics, Law or a closely related area.

NOTE: The requirement for "Equivalent to graduation from college" means: Bachelor's degree from an accredited college or a letter from the college or university stating the applicant has met all of the academic requirements for graduation is acceptable. **Applicants must show proof of degree prior to appointment as a Licensing Program Analyst.**

POSITION DESCRIPTION

Positions at this level are entry, training and full journey level. Under supervision, incumbents may perform the more routine technical work associated with the licensing and evaluation of community care facilities; respond to complaints, appeals and inquiries; and conduct investigations. Incumbents may be required to independently conduct the more complex and sensitive evaluations and investigations; may be required to formulate administrative actions and testify at hearings; may be responsible for implementing and coordinating orientation and training for license applicants, members of organized associations or other staff; may serve as members of task forces or study teams to analyze divisional organization policies and intra-divisional administrative problems; may act in a lead capacity over a small group of Licensing Program Analysts.

EXAMINATION INFORMATION

This examination will consist of a supplemental application weighted 100%. In order to obtain a position on the eligible list, a minimum score of 70% must be attained. **COMPETITORS WHO DO NOT RETURN THE SUPPLEMENTAL APPLICATION WILL BE DISQUALIFIED.**

SUPPLEMENTAL APPLICATION - WEIGHTED 100%

Scope:

A. Knowledge of:

1. Evaluation techniques.
2. Data collection methods.
3. Analytical procedures and methods.

B. Ability to:

1. Interpret, apply and enforce laws, regulations, policies and procedures relating to the licensing of community care facilities.
2. Gather and analyze data.
3. Reason logically, identify resolutions, draw valid conclusions, make appropriate recommendations and verbally defend a position.
4. Comprehend written material.
5. Communicate effectively.
6. Follow instructions.
7. Gain and maintain the confidence and cooperation of those contacted during the course of work.
8. Document accurate and legally enforceable plans and reports.
9. Take effective and immediate action.
10. Accept increasing responsibility.
11. Use community resources.

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LICENSING PROGRAM ANALYST

ELIGIBLE LIST INFORMATION

Names of successful competitors will be merged into the list in order of final scores regardless of date. Eligibility expires 12 months after it is established. A candidate may be tested only once during any 12 month period.

SPECIAL PERSONAL CHARACTERISTICS

Demonstrated ability to act independently, with open-mindedness, flexibility and tact; willingness to travel to various facilities; and to act effectively under pressure.

VETERANS PREFERENCE

Veterans preference points will be added to the final score of all competitors in this examination who qualify for, and have requested, these points, and who are successful in the examination. Due to changes in the law, which became effective August 21, 1994, you must reapply even if you have previously established your veterans eligibility with the State Personnel Board. Due to changes in the law, which became effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS. (See General Information regarding Veterans Preference Points).

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact the California Department of Social Services three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 or CALNET 437-1762 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

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GENERAL INFORMATION (Continued)

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e., former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Criminal Record Clearance Information: Some positions, within various divisions of the California Department of Social Services, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Career Credits: In open, nonpromotional examinations, career credits are granted to: 1) State employees with permanent civil service status, 2) full-time employees of the state who are exempt from State civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in, or are graduates of the California Conservation Corp (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three (3) points are added to the final test score of those candidates who meet the above criteria and who are successful in the examination. Such examination cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in State civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the application form 100-678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento.)

Veterans Preference: California law allows granting of veterans preference points in open entrance examinations and open nonpromotional examinations. Credit in open entrance examinations is granted as follows: Credit in open nonpromotional examinations is granted as follows: five (5) points for veterans; and ten (10) points for disabled veterans. Directions for applying for veterans preference points are on the Veterans Preference Application form (1090) which is available from State Personnel Board Office, written test proctors, and the Department of Veterans Affairs, P.O. Box 94289, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
P.O. BOX 944243
SACRAMENTO, CA 94244-2430

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929
From voice phones: 1-800-735-2922

TTY telephone number: Sacramento (916) 653-5457; CALNET 453-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.